

Enterprise_NXT (Enterprise_NXT) Member FAQ

General Information

Q: What types of health plans does Enterprise_NXT offer?

A: Enterprise_NXT offers individual and family plans, Medicare plans, Medicaid expansion plans, and

employer plans. Detailed information on each type can be found here:

https://www.Enterprise_NXT.com/shop-plans.

Q: How can I find a doctor within the Enterprise_NXT network?

A: Use the 'Find a Doctor' tool to locate doctors, dentists, and vision providers within the network.

Visit the tool here: https://Enterprise_NXT.sapphirecaresselect.com.

Q: What is the contact number for member services?

A: The contact number for member services is 844-363-8457.

Member Resources

Q: Where can I find member forms?

A: Member forms, including forms for authorized representatives, authorization to release

information, and automatic payment requests, can be accessed here:

https://www.Enterprise_NXT.com/member-resources.

Q: How do I get prior authorization for a medical service?

A: Information on obtaining prior authorization can be found under the 'Prior Authorization' section

here: https://www.Enterprise_NXT.com/member-resources.

Coverage and Benefits

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Q: What should I do if I need care while traveling?

A: Enterprise_NXT provides information on obtaining care while traveling, including details on virtual care

visits and air ambulance services. More details are available here:

https://www.Enterprise_NXT.com/find-a-doctor.

Q: How does Enterprise_NXT support preventive care?

A: Enterprise_NXT offers a preventive care calendar and various tools and programs to help members stay healthy. Learn more here: https://www.Enterprise_NXT.com/health-well-being.

COVID-19

Q: What coverage information is available related to COVID-19?

A: Enterprise_NXT provides information on expanded coverage, at-home testing, and a list of COVID-19 providers. Visit the COVID-19 coverage section here: https://www.Enterprise_NXT.com/covid-19.

Additional Questions

Q: How do I manage my account online?

A: Members can manage their accounts, including viewing claims and benefits, through the Enterprise_NXT Member Portal. Log in here: https://www.Enterprise_NXTportals.com.

Q: What is the process for filing a complaint or appeal?

A: Information on how to file a complaint or appeal can be found in the 'Member Resources' section of the Enterprise_NXT website. Detailed steps are provided here:

https://www.Enterprise_NXT.com/member-resources.

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Q: Are there wellness programs available?

A: Yes, Enterprise_NXT offers a variety of wellness programs, including fitness programs and access to the HealthyBlue Wellness Center. More information can be found here: https://www.Enterprise_NXT.com/health-well-being.

Q: How can I find out more about my prescription drug coverage?

A: Enterprise_NXT provides a tool to find drug information and coverage details. Access the Rx Tools here: https://www.Enterprise_NXT.com/rx-tools.

Q: What should I do if I lose my insurance card?

A: If you lose your insurance card, you can request a new one through the Member Portal or by

contacting member services.